MARTINSVILLE – HENRY COUNTY
9-1-1 COMMUNICATIONS CENTER

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Digital Logging Recorder
Request for Proposal

The Martinsville-Henry County 911 Communications Center is submitting a request for proposal (RFP) for a digital logging recorder. This RFP defines the minimum desired features for a multi channel voice-logging recorder.

VENDOR

1. The equipment furnished under this RFP shall be designed for continuous duty operation 24 hours per day, 365 days per year.

2. The voice logger shall record a minimum of 32 channels initially and can be expandable.

3. All recording equipment supplied under this RFP shall be completely operational when installed and the vendor must be responsible for installation of all such equipment. Installation of such equipment will be delivered as turn-key installation to the 911 Center.

4. In order to be considered, the vendor will bring a recording system to the Martinsville-Henry County 911 Communications Center for performance testing. Such equipment will be connected to the current phone punch-down block and is preferred to run for a period of two days. (Note: This "test" equipment will not be the final installed equipment. This "test" equipment will be used for testing purposes only.)

5. After the equipment has been accepted and is operational, the vendor will provide parts and necessary adjustments to the equipment, at the vendor's expense for a period of one year.

6. The vendor shall provide a toll-free telephone help desk to assist with any operational questions.

7. Training shall be provided to all Martinsville-Henry County 911 Communications Center Personnel who will be authorized use of the recording system.

8. Factory authorized service engineers must be available to respond for on-site service within four hours (24 hours per day, seven days per week).

9. All equipment must be installed and operational within 30 days following receipt of order.

10. The vendor must provide a one-year guarantee to the purchaser.

11. The vendor must provide a description of its local service organization. Including the name, address, telephone number, and years of experience working with digital recorders and the number of field service personnel in the organization.

SYSTEM DESIGN

1. The system must be available with single or dual DVD in addition to one, two or more hard drives for instantaneous playback and two levels of fault tolerance.

2. The system must be capable of supporting multiple archive devices including multiple hard drives or DVD drives in either serial or parallel operations. Dual power supplies shall be standard.

3. The system must be capable of synchronizing with a Spectracom NetClock to maintain an accurate time display.

4. The recorder shall provide the capability to drag and drop any recorded call in standard .WAV file format onto a standard floppy disk/zip drive for playback on any multimedia Windows PC without the need for special software. Such files must also be capable of being transmitted as email attachments.

CONTROL AND OPERATIONS

1. The system shall be composed of a single chassis PC recorder.

2. The single PC recorder must provide on-line help screens for the system.

3. The single PC recorder must optionally be capable of displaying, and search by, call records information for each call including: media type, library location, channel number, name of channel, name of users, time, date, telephone number, duration of recorded message, start and end time, key words annotation reference, ANI and user specific data base fields.

4. The system must provide the following functions and indications on the monitor: logon, logoff, shutdown, system configuration, help, live monitor, eject & format tape, channel name, play and monitor volume, media retention period, catalog of all recordings, search-find, restore, copy conversation to floppy disk, stop, play, pause, begin, rewind, fast forward (with capability of 10% incremental speed selection), end loop and alarms.

5. System with multiple drives must be capable of providing simultaneous or individual control of drives. Such function must be capable of being performed on one drive without affecting the operation of the other drives.

6. The system shall have the capability of having any number of remote LAN workstations to be used for playback.

7. The system will allow for future expandability for adding additional analog or digital channels per chassis, multiple hard drives or DVD drives, and workstations.

MEDIA STORAGE

1. The system will be capable of recording to removable and/or on-line storage devices.

2. The system shall be capable of recording a minimum of 6,000 channel hours of the most recent recordings on-line for instant access.

3. The system and media shall provide for over record and write protection so that data will not be accidentally overwritten.

RECORDING CAPABILITIES

1. The system must be stand-alone PC recorder and shall not require a separate PC workstation interface for operation.

2. The system must display which channels are recording, which are not recording and which channels have been idle for a user settable period of time as protection against line failure.

3. The system must be capable of simultaneously recording, play back or live monitoring.

4. The system must provide simultaneous record and playback capability from two drives.

5. The system will be capable of providing non-volatile audio buffering to protect against data loss when an archive drive is taken out of record for any reason.

6. The system must be capable of automatically downloading buffered information to an archive drive if such drive has been interrupted for replacement, service or off-line searching.

7. The system must be capable of performing automatic data transfer from the hard drive to the archive drive.

8. The system must be capable of switching back to a second drive when the first drive has reached its capacity or if a drive failure is detected.

9. If there is a power outage, all audio will be buffered to a non-volatile hard disk drive.

10. The system must provide an automatic restart capability to return the system to its previous operating state.

11. The system must provide notification of the recording space remaining on the hard disk and each archive drive.

12. The system must provide an alphanumeric "Remarks" field where the user may enter up to twenty characters as a search parameter.

13. The system shall allow remote monitoring and configuration from a workstation through a LAN connection.

SYSTEM SECURITY

1. The system shall provide multiple levels of security down to the channel level.

2. The system shall allow authorized access of selected-recorded audio either at the recorder or by use of an optional remote workstation(s).

3. The system must provide an automatic logout at a user set time. The automatic logout may be overridden by a single mouse-click.

4. A system wide audit trail must be provided to show all activity.

5. Any number of remote workstations may access and play the same or different audio simultaneously by use of a remote playback client.

6. The system must provide the capability of remote playback and file copy to floppy disk in Microsoft standard WAV format.

DVD MANAGEMENT & CAPABILITIES

1. The system's optical media management function will be capable of assigning a unique, sequential ID to each media for tracking.

2. The systems media management function will allow appending of alphanumeric comments to each recording as desired by the user.

3. The system will allow the user to search for a specific media in a catalog using any one, or more, of the following: channel, date, time, duration, ANI, Caller ID or alphanumeric comments.

4. The media library will be password protected.

SEARCH CAPABILITIES

1. The system must be capable of searching for audio recorded to an archive or on-line media.

2. The audio playback of the object of a search shall be in industry standard WAV file format. WAV audio playback can be delivered to a multimedia equipped compatible workstation over the LAN.

3. The system must provide for the customized naming of channels without the need of a PC workstation. Channel names will be recorded to the media to facilitate searching.

4. The system must be capable of searching to and playing back from the time input by the user.

5. The system must be capable of searching for messages by dialed digits outbound.

6. The system must be capable of incremental fast forward and rewind in 10% increments during playback.

7. The system must provide the capability of skipping to the next or precious chronological message.

8. The system must provide the capability of searching by time/date or call and call duration. Duration searches must allow the user to search for calls "less than" or "greater than" a specified length of time.

9. The system will allow the user to tag a specific call and use the tag for as a later search criteria.

10. Search capabilities must be password protected.

SYSTEM DIAGNOSTIC CAPABILITES

1. The system must provide bootup system test and ongoing self-checking tests.

2. The system must provide an error log to keep track of alerts, error messages and conditions.

3. The system must provide channel inactivity alert that will notify the user if a particular channel is inactive for a certain period of time.

PHYSICAL CHARACTERISTICS

1. The recording module will be suitable for desktop, tower or rack mount.

2. The recording module shall be self-contained and shall not require a PC Workstation for operation or monitoring.

3. Remote playback can be enabled on any workstation on a network.

ELECTRONICS

1. The digital recording module processor shall be Pentium III 800Mhz or better.

2. The system shall support the following network protocols: TCP/IP, IPS/SPX, NetBEUI, RAS and Windows Sockets.

OPTIONS AND ACCESSORIES

1. Dual hard disk drives for storage shall be a minimum of 70GB.

2. External time synchronization shall be available use a Spectracom NetClock.

3. CTI connectivity and SMDR integration for standard PBX and ACD systems shall be available.

4. Remote playback software modules shall be available on a per seat license basis.

5. Remote live monitoring shall be available.

6. Channel upgrade kits shall be available for on site expansion.

7. Multi-channel simultaneous playback with silence insertion and talking clock shall be available remotely on a LAN workstation.

8. ANI/ALI capture and collection from PSAP controller to be inserted into data fields for search criteria.

MAINTENANCE SERVICE

1. Proposed maintenance service contract must be set forth, including concrete prices for each individual year for five years. The first year of maintenance service will be included with the product.

OTHER

1. The vendor will offer as an option, a four port hub, cabling to remote PC's located within the 911 Center.

2. The vendor will consider the equipment, installation, training and warranty as a "turn key".

3. As much as practical, pricing should be broken down to individual components.

4. Eight channel playback client, in which all selected channels can be played back simultaneously.